

***E-Government Quarterly Report***  
***Second Quarter FY04***  
***Gerry Wethington, CIO***

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***E-Government Portal Update***

Discussions are underway with the State Data Center to determine the hardware, software and implementation to implement an important component to the state's portal infrastructure. With the e-government multi-agency pilot of "Starting a Business", it will be necessary to have the appropriate infrastructure that will allow for online transactions involving multiple agencies in the starting a business process. When complete, this will allow citizens the ability for one-stop services and information for business startups.

Other e-government portal efforts include looking at various available search engine products to improve the search capabilities of the portal and an effort underway to create a scorecard of e-government activities and benchmarks using criteria from Brown and Harvard Universities. When complete, the results of this scorecard will be available on the state's website. An important point to note is in the annual e-government website study conducted by Brown University, it was announced that Missouri's ranking moved from 28 to 12 in a national review of state portal sites.

***.GOV Initiatives***

December 31, 2003 was the deadline for transitioning the state portal and agency websites to a missouri.gov URL. As a result, a statewide standard now exists for any future programs or pages added to the agency websites. With the missouri.gov extension, citizens can now be assured they are accessing an official state government entity.

Migration to the mo.gov e-mail standard continues with a deadline of June 30, 2004 for completion. Many agencies have either made the change or are working through the necessary steps according to their e-mail systems and associated issues. When complete, a single, intuitive e-mail naming convention will exist across all agencies. The old e-mail addresses are required to remain active until the end of this calendar year.

The third mo.gov initiative, the Missouri Adaptive Enterprise Architecture's e-mail domain committee, completed their study of the state's various e-mail systems and the possibility for a centralized e-mail directory, as well as savings that could be realized from server consolidation and centralized e-mail management. The results of their study were presented to the Architecture Review Committee (ARC). The ARC chose to bring in META Group to do a third party independent review of the e-mail domain committee recommendations and to provide estimates of cost saving and migration costs to a single e-mail product and centralized system. The META Group study results are expected to be complete by the end of February 2004.

***2004 Missouri Digital Government Summit***

A second Missouri Digital Government Summit will be held June 17, 2004 in cooperation with Government Technology. Again, with vendor support, the summit will be made available at no cost to state, county and municipal government staff. The 2003 summit resulted in 379 registered participants and an overall satisfaction rating of "very

good” or “exceptional.” An advisory board comprised of representatives from the state, county, municipal and vendor communities will be brought together in February to create an agenda that reflects the interests of both the technical and business areas. An important outcome is the opportunity to communicate information and share initiatives vertically among the three layers of government.

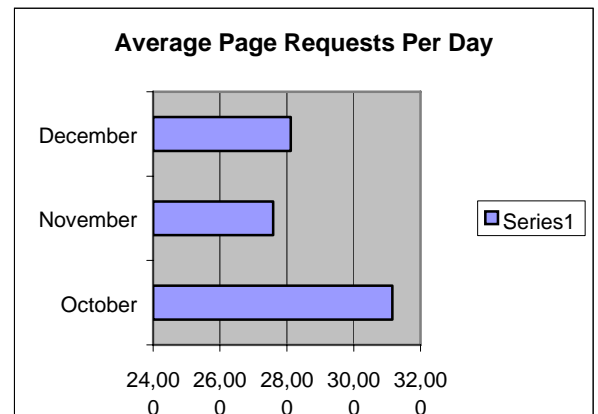
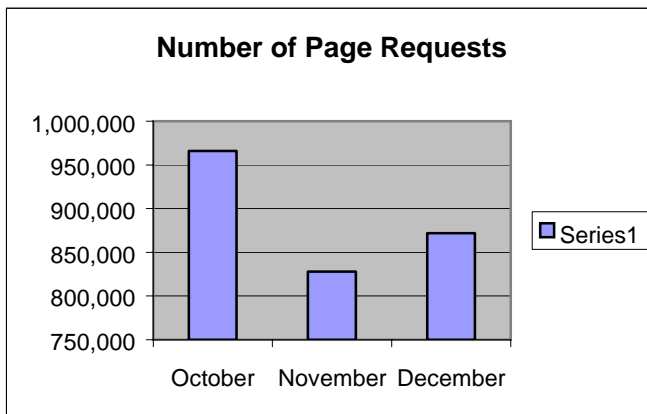
### ***Statewide Credit Card Contract***

A new statewide credit card contract will serve to encourage citizens to procure services online. The new contract will allow people to pay over the phone, via the Internet, or in person using American Express, Discover, MasterCard, or VISA. Prior to this contract, not all agencies were able to accept all of the four major credit cards.

The contract was awarded to Link2Gov Corp., with corporate headquarters based in Nashville, Tennessee. It will provide a cost savings to the state by replacing 20 different credit card transaction contracts currently in place among various state agencies. The volume of transactions leveraged by using one contract will result in lower transaction fees to the state. The Office of the State Treasurer is now conducting informational sessions regarding the new contract for state agencies using credit card payment transactions.

### ***E-Government Website Statistics***

The statistics below reflect the number of pages visited on the state’s e-government portal, missouri.gov, during the second quarter of FY04.



### ***Digital Government Committee***

#### ***E-Government FY04 Year-to-Date Financial Information***

<b>FY02 Appropriated</b>	<b>Expended</b>	<b>Balance</b>
\$2,043,615	\$1,777,074	\$266,541

*A total of \$304,065 was withheld from the e-government funds during 1<sup>st</sup> quarter FY04.*

*In FY02 the Office of Information Technology was appropriated \$2,838,354 for development of an E-Government infrastructure. An initial withholding of 18% reduced the available appropriation to \$2,327,450. A subsequent withholding of another 10% reduced the available funds by \$283,835, leaving a beginning balance of \$2,043,615.*